

# Psychological Support for People Affected by Cancer



## Macmillan Cancer Psychological Support team (CaPS)

**This leaflet explains more about psychological support for people affected by cancer and about the Macmillan Cancer Psychological Support team (CaPS). If you have any further questions, please speak to a doctor or nurse caring for you.**

## What is the Macmillan Cancer Psychological Support team (CaPS)?

Diagnosis and treatment of cancer can have a big impact on the quality of life of the patient, their family and carers.

The CaPS team is here to help you cope with and adjust to the emotional and psychological challenges which can come with cancer. We offer a safe and confidential space to discuss your concerns.

Patients and carers can access a range of talking therapies with a psychological therapist or clinical psychologist.

We can also support you in managing cancer alongside existing mental health issues and support from consultant liaison psychiatrist specialising in the care of people with cancer is available for more complex mental health needs.

The sorts of difficulties we can help you with include:

- Coping with adjustment, change and loss
- Living with uncertainty, including fear of recurrence
- Coping with how cancer affects relationships and sex
- Feelings of 'stuckness', finding it hard to move forward
- Balancing self-care with work, home and family life
- Feelings of depression, anxiety, trauma and anger
- Coping with pain, fatigue and treatment side-effects
- Feeling unhappy about changes in the way you look
- Coping with impact on self-esteem, confidence and identity
- Coming to terms with possible end-of-life issues
- Talking to children about cancer
- Coping with the challenges of caring for someone with cancer.

## How do I access the service?

Any healthcare professional in your clinical team or the staff at the Macmillan Support & Information Service can make a referral for you by completing a referral form. Please request this if you think our service could help.

You can also refer yourself by calling 020 8725 0461 or emailing: [cancer.psychologicalsupport@stgeorges.nhs.uk](mailto:cancer.psychologicalsupport@stgeorges.nhs.uk)

We can see you with your partner or family member(s) if helpful and can provide limited individual support to family members.

The service is free and we can offer adaptations to make sure you are able to use it, such as arranging an interpreter.

We offer face to face appointments but can also see people via video or telephone if you are unable to physically attend the hospital, to make it easier and more convenient for you.

The service is confidential - we won't share details of our sessions, unless you or others are at risk, although we will let your team and your GP know you are accessing our service and share with them some relevant information. You can talk to us about this if you have any questions or concerns.

## What happens next?

If you are referred to us, we will contact you to discuss the referral and potentially to arrange an initial [outpatient](#) assessment. If you are an inpatient we can come and see you on the ward. At the assessment we will explore your concerns and priorities and decide with you the best way we can help. Sometimes we may suggest other services in your area that may be more appropriate for your needs, such as other cancer support services or talking therapies, and would discuss this with you.

## What if I need urgent support?

If you are an **outpatient**, we cannot provide a rapid response service. If you are in crisis or you need to be seen urgently, contact your GP or visit your local emergency department (A&E).

You can also contact:

### Macmillan Cancer Support

0808 808 0000      9am to 8pm, Monday to Friday

### The Samaritans

116 123      24 hours a day, 365 days a year.

If you are an **inpatient** with urgent needs, it may be possible to access our team quickly. Your clinical team should make an urgent referral to us by completing our referral form. You may also be able to access other urgent care within the hospital, such as the psychiatric liaison team.

## Contact us

If you have any questions or concerns about the Macmillan Cancer Psychological Support team or would like to discuss being seen by the team, please contact the service on 020 8725 0461 (Monday to Friday, 9am to 5pm) or email [cancer.psychologicalsupport@stgeorges.nhs.uk](mailto:cancer.psychologicalsupport@stgeorges.nhs.uk)

You can also ask a member of your clinical team about the service or drop in to the Macmillan Support and Information Service at St George's Hospital (Grosvenor wing).

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**



## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

The Walk-in and Advisory telephone services are closed on Wednesdays.

Please contact PALS in advance to check if there are any changes to opening times.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough Wing.

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### NHS Choices

**Web:** [www.nhs.uk](http://www.nhs.uk)

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

### NHS 111

**Tel:** 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

If you need this leaflet in large print, braille, another language or an alternative format, please contact us using the details above.